**Scrum Master ~ Telecom ~ BCA, CSM**

# Certified Scrum Master with 2+ years of experience and a proven record of delivering successful IT Projects on time and within Budget through improved productivity, performance, and agility. Client-management experience with effective communication with all levels of management

**Areas of Expertise**

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| Agile Delivery | Agile Coach | Proactive Risk mitigation |
| Reputable Stakeholder Relationship | Strong Business Acumen |  |

**PROFESSIONAL EXPERIENCE**

**Scrum Master Tech Mahindra (Telstra), Hyderabad 09/2018 - Present**

Lead Scrum Master responsible for RPA processes implemented across On-shore and Off-shore teams in telecom. Teams ranged releases every 2 weeks on several platforms

* **Achievements: Successful on-time deployment and warranty of all RPA projects, total savings of US $5 Million in FY2020**
* Reported Directly to the Automation head for Hyderabad and Australian centers
* Lead and conducted (2) daily training sessions; included teams locally in India, Australia and Philippines
* Strong interpersonal skills, highly adept at diplomatically facilitating discussions and negotiations with stakeholders
* Organized and facilitated overall Release and Sprint planning - including daily stand-ups, reviews/demos and retrospective
* Facilitated Release Planning and Story mapping ceremonies and updated over 1,000 user stories
* Served as Scrum Master for 3 teams utilizing “practice what you preach” coaching approach
* Communicated team’s status/progress via release/sprint Burndown charts, Story Acceptance rate and defects to make sure stake holders are aware on what is going on
* Schedule backlog grooming meetings to refine product backlog items
* Organize sprint retrospective meetings to gather team’s reflection on the process. Identify actions and next steps to improve the future sprints
* Organized and planned the sprint release cycles with release managers
* Kept the team focused on the sprint priorities, business values and protected the team from over committing
* Frequent follow ups and reminders to team on updating tasks on daily basis for more accurate reporting
* Analyzed User Stories and assisted Product Owner in structuring Product Backlog by coordinating with business users to understand their priorities
* Utilize Agile/Scrum and Waterfall methodologies to manage various project phases, including defining project scope, creating project plans, gather and defining requirements, business analysis, defining and Designing solutions, development, testing, and implementation

**Team Leader Tech Mahindra (Telstra), Chennai 06/2017 – 09/2018**

##### **Achievements: Customer satisfaction on Agile led projects increased in the first six months. Received recognition with the clients and the executive committee**

##### Possess analytical & logical bent of mind & comprehensive problem-solving skills adorned with creativity & perseverance

##### Excellent ability to summarize research findings, analyze/evaluate data & result & perceive patters/structures

##### Lead improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction

##### Started the Pilot Batch for a newly undertaken process for Telstra (Telecommunications company) as technical support

##### Successfully setup a new site for the same project in a different location (Chennai)

##### Successfully setup a level 2 for the same project

##### Delivered project needs on time and within the agreed acceptance criteria

##### Coached and mentored other team members in Scrum ceremonies and educated product owners in Agile

##### Received recognition with the clients and the executive committee

##### Was able to motivate Agile project groups in order to complete tasks in a timely manner and deliver a high level of performance

##### Educate and reinforce scrum methodology and agile framework to team members and stakeholders with interactive and free tools for fun learnings

##### Implemented an internal peer review for understanding and optimizing the product that was led by the leads/SME

**Customer Support Specialist Purple Cow 08/2016 – 04/2017**

##### Handled 40+ calls daily, with responsibilities including signing up retrieving customer data, presenting relevant product information, solving technical queries and cancelling services

##### Received an average 85% customer satisfaction rating to date, 15% higher than company average

##### Always remained courteous and calm, even during moments of intense customer displeasure

* Trained 3 new employees in customer service script recitation, conflict resolution, and data entry practices

**EDUCATIONAL ACHIEVEMENTS**

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| --- | --- |
| Bachelor of Computer Application (BCA) | Certified Scrum Master (CSM)  Certified Agile Coach (ICP-ACC) |

**SKILLS MATRIX**

##### Strong interpersonal & communication skills, JIRA • SDLC • Scrum • Kanban • Confluence • Ability to work collaboratively as part of a team • Problem Solving • Leadership • User stories mapping Excellent Organizational skills • Poised under pressure • Workforce scheduling • Roster planning